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Elsa Keller Siemens Corporation Intellectual Property Department 170 Wood Avenue South Iselin, NJ 08830			THERIAULT, STEVEN B	
			ART UNIT	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	Application No.	Applicant(s)
	10/636,128	HATHAWAY, THOMAS W.
	Examiner	Art Unit
	Steven B. Theriault	2179

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

1) Responsive to communication(s) filed on 30 July 2007.  
 2a) This action is FINAL. 2b) This action is non-final.  
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

4) Claim(s) 1-30 is/are pending in the application.  
 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.  
 5) Claim(s) \_\_\_\_\_ is/are allowed.  
 6) Claim(s) 1-30 is/are rejected.  
 7) Claim(s) \_\_\_\_\_ is/are objected to.  
 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

9) The specification is objected to by the Examiner.  
 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).  
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
 a) All b) Some \* c) None of:  
 1. Certified copies of the priority documents have been received.  
 2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

1) Notice of References Cited (PTO-892)  
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)  
 3) Information Disclosure Statement(s) (PTO/SB/08)  
 Paper No(s)/Mail Date \_\_\_\_\_

4) Interview Summary (PTO-413)  
 Paper No(s)/Mail Date. \_\_\_\_\_  
 5) Notice of Informal Patent Application  
 6) Other: \_\_\_\_\_

**DETAILED ACTION**

1. This action is responsive to the following communications: Amendment filed 07/30/2007

**This action is made final,**

2. Claims 1 -30 are pending in the case. Claims 1, 12, 15, 20-24, and 28 are the independent claims.

***Claim Rejections - 35 USC § 101***

3. Applicants amendments have addressed the previous rejection to claims 28-30 and therefore the previous rejection is now moot.

***Claim Rejections - 35 USC § 102***

4. **The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:**

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. **Claims 1-30 are rejected under 35 U.S.C. 102(e) as being anticipated by Sullivan et al. (hereinafter Sullivan) U.S. Patent No. 6,999,990 issued Feb. 14, 2006 and filed May 12, 1999.**

Please note the Examiner interprets the prior art of Sullivan as having two users; a system analyst and an end user. Sullivan teaches either user can perform the same function in executing maps and retrieving information from the system. However, the claims state "a user" and therefore for the rejection below the Examiner interprets the teachings of Sullivan as the analyst as one user and the end user as the second user and in specific situations the user can refer to one or the other.

In regard to **Independent claim 1**, Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- An interface processor for receiving: user entered data representing a help message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then if the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
  - A creation time indicator identifying a creation time of said help message (Sullivan column 12, lines 15-20 and Figure 19 and column 14, lines 20-25). Sullivan clearly shows the creation time indicator showing when the message was created (See Figure 19, 160). Notice in figure 19, the created field that shows the time stamp when the issue was created. Further, every message submitted by the support engineer is time stamped, see log bottom of figure 19.
- An identifier for identifying a help information repository associated with said help message (Sullivan Figure 19) Sullivan shows numerous identifiers classifying the information into a category. (E.G. Incident ID, Windows 98 Diagnostics label, etc) (See also column 9, lines 55-67) Sullivan shows the Self service answer that is generated from the diagnostic map, which is another form of an identification to the help message because the map generates map results

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that are used by the system and the support engineer in reducing or solving the problem submitted by the user (See column 11, lines 6-55).

- A user interface providing a display image including a help message and enabling a user to retrieve an additional document associated with a particular help message from said help information repository (See figure 17 and column 13, lines 44-67). Sullivan teaches the support engineer searches for the problem in the database (See column 11, lines 55-67) and inserts the url of the found support document and the page is sent to the user as a message that appears as an active link to the user.
- A data processor for storing said message conveying help information in said help information repository in order of creation by using said creation time indicator (See figure 12 and 19) Sullivan shows the processor displaying the journal information in order based on date.

With respect to **dependent claims 2 and 25**, Sullivan teaches the system wherein said display image includes a link representative item enabling a user to retrieve said additional document and enables a user to retrieve help message information from said help information repository sorted by creation time using a creation time indicator and said interface processor comprises a search operation, said search operation allows a user to search any help information repository (See figure 17, #152 and Figure 7, 88) Sullivan shows a process of allowing a user to search through any information repository and (See figure 17 and column 13, lines 44-67). Sullivan teaches the support engineer searches for the problem in the database (See column 11, lines 55-67) and inserts the url of the found support document and the page is sent to the user as a message that appears as an active link to the user.

With respect to **dependent claim 3**, Sullivan teaches the system wherein said data processor automatically parses a help message and creates a link for retrieving said additional document by converting text into a hyperlink and inserting said hyperlink in a help message and said data processor automatically deletes said message after an expiration of a time period from creation

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time (See column 14, lines 30-332 and column 9, lines 1-25). Sullivan teaches the system can interpret from a given URL whether the URL is to a map or to another page, which would have to incorporate a parser to determine from the URL what it is. Second, the map process is tied to the knowledge base in that once the map is run then the results are sent to the interface. The analyst in reading the map results can send a message to the user, which contains active content, and can contain another map that once selected by the end user can be run on the computer. The system therefore would know to execute the map instead of the URL because it can determine the difference (See also column 13, lines 50-67). Sullivan teaches the known process of displaying dialog boxes to communicate to the user (See column 7, lines 35-40). Therefore, a message could be delivered to the user in the form of a dialog box and the known process of dismissing a dialog box after a period of time can be employed.

With respect to **dependent claim 4**, Sullivan teaches the system wherein said creation time indicator includes a creation date indicator and said data processor stores said message conveying help information in said help information repository in order of creation by using said creation time and date indicator (Sullivan figure 12 and 19) Sullivan expressly shows the information for the given incident organized and displayed by both creation time and date (See 07-dec-98, 6:17:29 creation time and date).

With respect to **dependent claim 5**, Sullivan teaches the system wherein said interface processor receives said help message in response to user entry of said data representing said help message using a help window generated in response to user selection of a help icon presented in a displayed user interface image employed by said executable application and said help information repository comprises records of help messages associated with at least one of: (a) said displayed user interface image and (b) an image element in said displayed user interface image (Sullivan column 7, lines 34-40). Sullivan teaches the interface seen by the analyst is presented with the help message after the user has selected the help message icon.

With respect to **dependent claim 6**, Sullivan teaches the system wherein individual displayed user interface images employed by said executable application are associated with corresponding individual information repositories comprising records of help messages concerning a corresponding displayed user interface image (See column 15, lines 15-67) Sullivan teaches the advantage to see all of the user messages for a given topic as they are related to a given incident and also Sullivan teaches that notes from one type of incident can be linked to another incident.

With respect to **dependent claim 7**, Sullivan teaches the system wherein said help information repository associated with said help message comprises at least one of: (a) a web page, (b) a journal, (c) a database, (d) a record and (e) a system, of help information and said help information repository is accessible by users of said executable application (Sullivan Figure 19 and column 14, lines 1-37) Sullivan teaches a journal, and a repository of information that is accessible to the user (See figure 7) and a database (See column 6, lines 50-67).

With respect to **dependent claim 8**, Sullivan teaches the system wherein said creation time of said help message comprises at least one of: (a) a time associated with receipt of said help message by said interface processor in response to user data entry, (b) a time associated with incorporation of said help message in said help information repository, (c) a time associated with entry of said help message by a user, (d) a time associated with communication of said help message to said help information repository and (e) a time associated with receipt of said help message by said help information repository (Sullivan figure 12) Sullivan shows the time associated with the entry of the help message. Sullivan also shows the last modified field (See figure 13), which is a time in response to a data entry. Sullivan further shows the time associated with the communication of the help message to the repository (See figure 18, Date column).

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With respect to **dependent claim 9**, Sullivan teaches the system wherein said data processor stores said help message conveying help information in said help information repository together with at least one of: (a) an indicator identifying a displayed user interface image associated with said help message, said user interface image being employed by said executable application, (b) a repository section identifier, (c) a sequence number identifying a message sequence within a repository section, (c) a help message creation time or date indicator, (d) information identifying a user creating or updating said help message, (e) a time or date indicator indicating expiration of validity of said help message (Sullivan Figure 19) Sullivan shows a creation time and date indicator. Sullivan also shows an indicator associated with the help information in the icons on the left of the given entries. Sullivan also shows the last modified field, which is an indication of an updating entry to the record.

With respect to **dependent claim 10**, Sullivan teaches the system wherein said repository section identifier identifies that said help message is to be stored in a repository section comprising at least one of: (a) a repository section accessible to all users, (b) a repository section accessible to an administrator, (c) a repository section accessible to an organization operating said executable application and (d) a repository section accessible to an organization owning said executable application (Sullivan column 14, lines 1-67). Sullivan teaches that a system analyst can access the journal of help messages. Sullivan also teaches that more than one analyst can access the information where the second analyst can be from a different organization.

With respect to **dependent claim 11**, Sullivan teaches the system wherein said interface processor receives said at least one indicator (a) to (e) (See Figure 13) Sullivan shows an icon on the left of the journal entry showing the incident has been assigned to the analyst.

In regard to **Independent claim 12**, Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

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- An interface processor for receiving: user entered data representing a message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then if the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- A creation time indicator identifying a creation time of said message (Sullivan column 12, lines 15-20 and Figure 19 and column 14, lines 20-25). Sullivan clearly shows the creation time indicator showing when the message was created (See Figure 19, 160). Notice in figure 19, the created field that shows the time stamp when the issue was created. Further, every message submitted by the support engineer is time stamped, see log bottom of figure 19.
- An identifier for identifying a help information repository associated with said message, and a section indicator identifying a section of said help message and said interface processor initiates searching of said to identify help messages in response to a user command (Sullivan Figure 19) Sullivan shows numerous identifiers classifying the information into a category. (E.G. Incident ID, Windows 98 Diagnostics label, etc) (See

also column 9, lines 55-67) Sullivan shows the Self service answer that is generated from the diagnostic map, which is another form of an identification to the help message because the map generates map results that are used by the system and the support engineer in reducing or solving the problem submitted by the user (See column 11, lines 6-55).

- A user interface providing a display image presenting identified help messages ranked according to creation time and including a particular help message and a user selectable link enabling a user to retrieve an additional document associated with a particular help message from said help information repository; (Sullivan figures 18 and 19 and column 13, lines 55-67 and column 14, lines 1-47). Sullivan teaches the user (analyst) can use the interface to look at help messages sent to the end user. The analyst can send a link to repository information that contains additional information and the link is added and shown in the journal information.
- A data processor for storing said message conveying help information in said help information repository in an order of creation using said creation time indicator (See figure 12 and 19) Sullivan shows the processor displaying the journal information in order based on date.

With respect to **dependent claim 13**, Sullivan teaches the system wherein said data processor stores said message conveying help information in said section identified by said section indicator (See figures 15 and 16) Sullivan shows a repository of categories of information related to the help messages.

With respect to **dependent claim 14**, Sullivan teaches the system wherein said section comprises at least one of: (a) a section accessible to all users and (b) a section accessible by particular user and

concerning policies and procedures (See column 14, lines 45-67). The history browser is accessible to all users and to a given analyst.

In regard to **Independent claim 15**, Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- A command processor for: receiving a request to access help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said at least one executable application and associated with said help information request, retrieving help information from a repository in response to said request Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then if the user is still having issues then an interface processor runs a map routine to determine from the users entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- A display generator for initiating display of at least one image in response to said request, said at least one image including messages conveying help information in a time order of creation and associated with said displayed user interface image employed by said executable application and enabling a user to retrieve an additional document associated with a particular help message from said help information repository (See figure 16 and column 13, lines 43-67). Sullivan shows

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the information including the user help messages are displayed conveying the time and data of creation and that they are associated to the given message and application from which the help message originated. Sullivan teaches the system allows the system analyst to enter a link into a message that is sent to the user. The link is an active link to a repository where the analyst found the answer to the problem (See also column 11, lines 55-67).

With respect to **dependent claim 16**, Sullivan teaches the system wherein said display image includes a link representative item enabling a user to retrieve said additional document and enables a user to retrieve help message information from said help information repository sorted in time order of creation and said command processor receives a request to access help information supporting user operation of multiple executable applications and including an indicator identifying a particular user interface display image of a particular executable application (See column 11, lines 30-55 and 13, lines 50-60).

With respect to **dependent claim 17**, Sullivan teaches the system wherein said time order of creation of said message comprises an order based on at least one of: (a) a time associated with receipt of said message by said interface processor in response to user data entry, (b) a time associated with incorporation of said message in said repository, (c) a time associated with entry of said message by a user, (d) a time associated with communication of said message to said repository and (e) a time associated with receipt of said message by said repository (Sullivan figure 12) Sullivan shows the time associated with the entry of the help message. Sullivan also shows the last modified field (See figure 13), which is a time in response to a data entry. Sullivan further shows the time associated with the communication of the help message to the repository (See figure 18, Date column).

With respect to **dependent claim 18**, Sullivan teaches the system wherein said command processor automatically parses a help message and creates a link for retrieving said additional document by converting text into a hyperlink and inserting said hyperlink in a help message and said at least one image presents messages conveying help information in time order of creation with a most recently

created message being presented first (See column 4, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13, lines 1-67).

With respect to **dependent claim 19**, Sullivan teaches the system wherein said at least one image includes instructions guiding a user in use of functions available in said image (See figure 9-10).

In regard to **Independent claim 20**, Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- A display generator for initiating display of at least one help access image in response to user selection of a help icon associated with a user interface image employed by said executable application, said help access image including an image element enabling a user to at least one of: (a) add a message to a help information repository, (b) access user manual information associated with said user interface image employed by said executable application and (c) read information derived from said help information repository including messages conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem in a time order of creation and associated with said user interface image employed by said executable application; (d) retrieve an additional document associated with a particular help message from a help information repository (Sullivan see column 13, lines 50-60). Sullivan teaches the system can allow the system analyst to connect the map system information and the database and placing a link to the found information in the repository into a message that is sent to the user and a command processor for initiating access to said help information repository in response to user activation of said image element (Sullivan column

7, lines 34-40). Sullivan teaches the interface seen by the analyst is presented with the help message after the user has selected the help message icon. Sullivan also shows the message is added to the repository (See figure 12). Sullivan shows the user can read the entries in the journal in the time of creation and by date and Sullivan shows that the user can click on the given map that was run on the machine and access a given repository of information based on the map results highlighting the error (See figures 13 and 14). Sullivan shows the user selecting and entering a help message and an interface processor that runs a map routine to determine from the users entry the appropriate course of action to take (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18). In the example shown in all of the figures, the user is given help in operating and running the Microsoft word application.

In regard to **Independent claim 21**, Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

- Receiving: (a) user entered data representing a message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said at least one executable application and associated with said help information request, retrieving help information from a repository in response to said request Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the users entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10,

lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- o (b) An indicator identifying a creation time of said message, (c) an identifier for identifying a help information repository associated with said message providing a display image including a help message and enabling a user to retrieve an additional document associated with a particular help message from said help information (See figure 19 and column 14, lines 1-67). Sullivan shows the system receiving the user message with the help information that was conveyed to the user. Sullivan also shows the id with the time and creation date of the message and shows in the tree section the related information repository used to solve the users problem. (See column 14, lines 15-46, See column 10, lines 34-67, and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13, lines 1-67).
- o Storing said help message conveying help information in said help information repository in order of creation by using said indicator (See figure 19, bottom) Sullivan shows the information is presented and stored in the display in order of creation (See dates for each message).

In regard to **Independent claim 22**, Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

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- Receiving a request to access help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said executable application and associated with said request (See figures 8-10) Sullivan shows receiving a request for Windows Word 97 service release 1 and how to fix it. Sullivan shows in figure 12, that the incident can be viewed in the interface viewed by the analyst with an indicator identifying that the user is using Word 97 and the information with the appropriate DLL to fix the problem is shown in the map results. Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the users entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- Retrieving help information from a repository in response to said request (See Figure 13 and 14) Sullivan shows the process of retrieving the help information from the repository
- Initiating display of at least one image in response to said request, said at least one image including messages conveying help information in a time order of creation and associated with said user interface display image employed by said executable application enabling a user to retrieve an additional document associated with a particular help message from said help information repository (See Figure 16) Sullivan shows the display of information in response to a help request from the user and where the information in the interface conveys help information to

the analyst. Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13, lines 1-67).

In regard to **Independent claim 23**, Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

- Initiating display of at least one help access image in response to user selection of a help icon associated with a user interface image employed by said executable application, said help access image including an image element enabling a user to at least one of: (a) add a message to a help information repository, (b) access user manual information associated with said user interface image employed by said executable application, (c) read information derived from said help information repository including messages conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem in a time order of creation and associated with said user interface image employed by said executable application Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the users entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix

to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- Initiating access to said help information repository in response to user activation of said image element (See column 14, lines 30-67). Sullivan teaches the user can click on given journal entry to activate the content related to the message.

In regard to **Independent claim 24**, Sullivan teaches a method, comprising the activities of:

- In response to a first single action, presenting a help log comprised by a user-editable help application, the help log corresponding to an operation related to a computer application (column 12, lines 19-30) Sullivan teaches the user opens the incident report and a help log is presented that corresponds to the application that the user seeks help to fix.
- In response to a second single action, providing a user-defined help message to a database, the user-defined help message comprising information related to the operation addressing a recorded problem encountered in using said computer application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then if the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the

user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- Rendering the user-defined help message according to a creation time in the help log and providing a display image including said help message and enabling a user to retrieve an additional document associated with a particular help message from said database. (See column 14, lines 1-45) Sullivan teaches the analyst can add a message to the user log with a single second action by either drag-drop or by typing a note and the time of entry is shown when entered. Sullivan teaches that the system analyst sends a user a link with a webpage link in the message. The user can click the link to see the information the analyst has sent to the user regarding the information found to fix the user's problem. The web page can also be active content that can run a new map to execute on the machine to determine the actual problem encountered.

With respect to **dependent claim 26**, Sullivan teaches the method further comprising: automatically parsing a help message and creating a link for retrieving said additional document by converting text into a hyperlink and inserting said hyperlink in a help message; and providing a search function (See column 14, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13, lines 1-67).

With respect to **dependent claim 27**, Sullivan teaches the method further comprising: providing a preview of the user-defined help message (See figure 18) The chat messages are previewed

before being sent and added to the log. The information in the log can be added from the repository that contains the help topics.

In regard to **Independent claim 28**, Sullivan teaches a method, comprising the activities of:

- A first single action, accessing a help log comprised by a user-editable help application, the help log corresponding to an operation related to a computer application (column 12, lines 19-30) Sullivan teaches the user opens the incident report and a help log is presented that corresponds to the application that the user seeks help to fix.
- A second single action, providing a user-defined help message to the user-editable help application, the user-defined help message comprising information related to the operation addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem, (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then if the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- Displaying the user-defined help message according to a creation time in the help log (See figure 18).

- Enabling a user to retrieve an additional document associated with a particular help message from said database (See column 14, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13, lines 1-67). The map is an active content page that executes a script that returns information to both the user and the system analyst.

With respect to **dependent claim 29**, Sullivan teaches the method wherein the help log comprises at least one of: organization information, employee information, policy information, and procedure information (See figures 15-16) Sullivan shows procedural information in the log

With respect to **dependent claim 30**, Sullivan teaches the method wherein the user-defined help message comprises at least one of: organization information, employee information, policy information, and procedure information (See figures 8-10) Sullivan shows procedural information in the messages in the log.

It is noted that any citation to specific, pages, columns, lines, or figures in the prior art references and any interpretation of the references should not be considered to be limiting in any way. A reference is relevant for all it contains and may be relied upon for all that it would have reasonably suggested to one having ordinary skill in the art. *In re Heck*, 699 F.2d 1331, 1332-33,216 USPQ 1038, 1039 (Fed. Cir. 1983) (quoting *In re Lemelson*, 397 F.2d 1006,1009, 158 USPQ 275, 277 (CCPA 1968)).

***Response to Arguments***

6. Applicant's arguments filed 07/30/2007 have been fully considered but they are not persuasive.

*Applicant's argument that Sullivan teaches delivering help messages indicative of problem and not to an actual error that occurred*

Applicant argues that Sullivan does not teach or suggest the displaying a message to an actual message encountered because the applicant interprets the teachings of Sullivan as only delivering information indicative of a problem (See arguments page 2, middle).

The Examiner disagrees.

The Examiner notes no distinction in the claims between the type of message in the claims. While the limitations state delivering information to an actual error has occurred, the examples in Sullivan show the process of a user having issues with Microsoft word where the application will not restart that can be interpreted as an actual error. Further, the map diagnostic system that runs on the operating system can deliver results that are related to a specific problem that has occurred. Finally, the analyst can run a specific map based on the issues indicated in the knowledge base, send the map to the user, who can click the link and the results are delivered back to the analyst with the system determining from the map results the actual problem encountered.

*Applicant's argument that the journal information is used by the analyst and not the end user*

Applicant argues that the journal entries of the Sullivan are not a problem identification that conveys help information of a recorded problem because there is not mention that the entries in the journal help to reduce the problem or fix the problem (See arguments page 3, middle).

The Examiner disagrees.

First, in reading several sections of Sullivan, the reader would determine from figure 19 that the teachings of Sullivan culminate in an error solving situation as shown in figure 19. Figure 19, has several sections that can be appreciated by the skilled artisan. There are several tab panes across the top of the interface with content related to the given problem starting with the telemetry explorer (See figures 13-15). The map explorer (See figures 15-16) that shows the automatic computer based diagnostic information for this incident with time based information. The content browser (See Figure 17) that shows the results of the map diagnostics and analyst search where a database can be searched to find information about the user problem and then sent to the end user to fix the problem. The message center (See figure 18-19) that shows the communication from the user to the analyst and back in solving the problem. The Examiner notes the reference in the last "how to dial in" description where the interface states that the analyst refers the user to a given page that shows the problem. As described in Sullivan in column 11, lines 30-67 and 12, lines 1-67 and 13 lines 1-67) Sullivan teaches the process of running diagnostic maps that can link to a repository that can directly find information to solve a problem encountered by the user. The analyst can then send the information in the form of a message to the user to activate the process of fixing the problem as indicated in the "how to dial in" line of figure 19. Therefore, the Examiner interprets the journal entries as containing help information conveyed to the user.

*Applicant's argument that the system of Sullivan does not teach allowing the user to obtain an additional document to solve the problem*

Applicant argues that Sullivan does not teach allowing the user to retrieve an additional document associated with the help message because the applicant interprets Sullivan as not providing the ability as recited in the claims (See arguments page 3, bottom).

The Examiner disagrees.

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As indicated in the above discussion, Sullivan provides a mechanism that allows the analyst to send to the end user a link to information derived from a repository (See column 13, lines 55-67).

*Applicant's argument that there is no suggestion that Sullivan can parse a link to create a help message*

Applicant argues the Sullivan does not teach a process of parsing a help message to create a hyperlink that retrieves an additional document (See arguments page 4, bottom) and also does not teach a process of automatically deleting a message after a time period (See arguments page 5).

The Examiner disagrees.

Sullivan expressly teaches taking a map diagnostic result message that can be delivered to a user and parsing the message to determine if the message includes a map or a URL to a given page. The teachings of Sullivan state that Self Help Service String is used to populate the interface. The string is parsed to present the solution to the user (See column 11, lines 35-55). Sullivan also teaches the process of displaying dialog boxes to the user, which can be deleted after a period of time.

### ***Conclusion***

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action.

Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action

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is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Steven B. Theriault whose telephone number is (571) 272-5867. The examiner can normally be reached on M, W, F 10:00AM - 8:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on (571) 272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



/Steven B Theriault/  
Patent Examiner  
Art Unit 2179



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SUPERVISORY PATENT EXAMINER